

HOUSING MANAGER
GS-1173-10

BACHLEOR
QUARTERS
MANAGEMENT

HOUSING MANAGER (GS-1173-10)

INTRODUCTION

This position is located in the Quality of Life Department, Bachelor Quarters Management Division (CBQ), Naval Air Station, Lemoore, California. Incumbent of this position is the CBQ Director providing management and administration of CBQ housing facilities at NAS Lemoore, a jumbo BQ organization. This position also provides supervision and program management over several retail sales operations, (i.e., Ticket and Tours, Y-comm services) and supervises scheduling of CCT Conference, Catering and Training) and Veterinary Services.

MAJOR DUTIES AND RESPONSIBILITIES

Develops directives, instructions, schedules, reports, and procedures for the accomplishment of CBQ/QOL operations. Attends meetings and conferences concerning CB issues with Executive Officer and Command Master Chief Petty Officer level representatives from numerous commands. Provides expertise as a specialist in CBQ administration. Develops management plans both short and long range to improve efficiency of the CBQ operations and quality of life for residents. Initiates, reviews and/or approves official reports and correspondence for CBQ operations.

Establishes a proactive resident relations and communications program to achieve superb customer service. Mediates disputes and differences between management and occupants concerning findings during inspections. Maintains liaison with divisions, departments, tenant activities, and squadrons for planning purposes and conflict resolution. Assures good order and discipline of CBQ residents is maintained either directly and/or indirectly. Independently investigates and resolves a variety of complex occupant concerns and complaints related to CBQ facilities, other occupants, and habitability conditions and recommends solutions to controversial situations. Recommends or initiates pay checkage authorizations for military personnel for loss or damage of government property.

Develops internal operating procedures relating to CBQ housing maintenance/repairs and approves work request for accomplishment. Determines the appropriate method of accomplishing identified work based on activity policy and procedures. Coordinates maintenance and repair schedules with Public Works, self-help, or divisional resources to execute plans.

Approves current expenditures for CBQ operations for both appropriated and non-appropriated budgets and functions. Estimates costs and develops plans for resources to accomplish CBQ goals. Monitors monthly expenses against budget and initiates variances as required. Approves PSE budgets and life cycle management.

Implements guidance for reducing energy consumption in CBQ facilities and works with occupants to gain their cooperation. Recommends the issuance of letters of caution to violators to the next level of supervision.

Directs the NAS Lemoore CBQ program with annual resources totaling over \$15,000,000. Exercises significant responsibilities as the BQ housing specialist in dealing with officials of other units or organizations or in advising management officials of higher rank.

Directs, coordinates or oversees work of subordinates military and civilian supervisors and work leaders. Assures reasonable equity performance standards and rating techniques developed by subordinates. Evaluates subordinates supervisors and serves as the reviewing official on evaluations of non-supervisory employees rated by subordinate supervisors. Recommends selection for subordinate supervisory positions or similar positions responsible for coordinating the work of others.

Hears and resolves group grievances or serious employee complaints for appropriated, non-appropriated, and military subordinates and reviews and approves serious disciplinary actions (e.g., suspensions) involving non-supervisory subordinates. Makes or approves selections for subordinate non-supervisory positions. Makes decisions on nonroutine, costly or controversial training needs and training requests related to employees of the unit. Approves expenses comparable to within grade increases, extensive overtime and employee travel. Recommends awards or bonuses for nonsupervisory personnel and changes in position classifications, subject to approval by higher level officials, supervisors or others. Finds and implements ways to eliminate or reduce significant bottlenecks and barriers to production, promote team building or improve business practices. Determines whether contractor performed work meets standards of adequacy necessary for authorization of payment.

Implements general and specific provisions designed to assure that policies to achieve management objectives in such areas as employee management relations and equal opportunity are effectively carried out. Assures equal treatment of all employees. Assures equal opportunity for all persons, to prohibit discrimination in employment, development, advancement, and treatment because of race, color, religion, sex, or national origin. Promotes the full realization of equal employment opportunity through continuous participation in the Station's Affirmative Action Program Plan for minorities and women, with assertive efforts in the accomplishment of goals established to overcome underrepresentation.

FACTOR 1. KNOWLEDGE REQUIRED

Technical knowledge of Navy CBQ housing management procedures related to CBQ facility operations and skill developing directives, instructions, and procedures within the framework of local requirements.

Knowledge of housing management procedures and related general business practices sufficient to identify, schedule, and coordinate required maintenance. Skills in developing internal operating procedures related to housing maintenance.

Knowledge of Navy CBQ appropriated and non-appropriated housing management costs and funding control procedures and skill in maintaining and controlling expenditures to assure that limitations are observed. Skill in developing recommendations for resources to accomplish operation.

Knowledge of Navy CBQ housing management procedures, practices, and techniques sufficient to assist lower level employees who are either learning housing management or confronted with unusual or complex problems.

Knowledge of the principles, practices, methods, and techniques of supervising employees sufficient to plan, schedule, and assign work based on priorities and selective consideration of the difficulty, the requirements, and the capabilities of subordinates who are responsible for the planning, organizing, and administration of housing program requirements.

Knowledge of retail activities management to include veterinary services, ITT, Y-Comm, Cable TV, telephone services, and CCT scheduling.

FACTOR 2. SUPERVISORY CONTROLS

The supervisor of this position is the Quality of Life Director who assigns work by defining objectives, priorities, and assisting the incumbent with unusual situations which do not have clear precedents. The incumbent is a division officer within the OQL Department.

The supervisor defines housing program objectives and budget limitations. The incumbent and supervisor, in consultation, establish deadlines, scope and other program requirements.

The incumbent plans and carried out the assignment; coordinates with other organizations or persons are required; determines the methods and techniques required; and advises supervisor of progress and potential for critical problems related to vacancies, turnover, over expenditures, or other areas of interest.

Typically, completed work is not immediately reviewed, but is subject to administrative control in which review is made of program accomplishments, compatibility with other work, and effectiveness in meeting housing program requirements.

FACTOR 3. GUIDELINES

The incumbent works with a variety of DOD, SECNAV, OPNAV, NAVCOMPT, COMNAVMILSPERCOM, and activity policies, regulations, manuals, and guides related to Bachelor Quarters activity matters. They are usually not directly applicable to specific work assignment or lack sufficient detail regarding such factors as maintenance, cost control, turnover rates, or other elements on which to base management decisions or actions.

FACTOR 4. COMPLEXITY

The work includes the application of the full range of methods and the processes related to management planning, operation, occupancy, maintenance, and utilization of assigned housing facilities and other assets. Occasionally, the work also includes participation in the planning stages for the acquisition or construction of additional housing facilities.

The incumbent must work between military and civilian rules coordinating numerous tenant commands and other NAS departments directly in managing CBQ.

Decisions regarding what needs to be done include the assessment problems encountered which can pertain to any or all phases of project management, such as in areas of occupancy and assignment, project maintenance, and aggravated tenant relations. Critical assignment problems can occur because of heavy influx of transferred personnel or long waiting list of housing applicants. Similarly, problems arise in the accomplishment of recurring maintenance work. The incumbent must be alert for possible trouble areas to avoid discontent among tenants or local area residents and continually evaluate housing functions or data to identify variations or conflicts.

The work requires making many decisions concerning such factors as maintaining optimum occupancy levels; evaluating operating and maintenance cost; planning, scheduling, and coordinating recurring maintenance work; analysis of current and projected utility costs or consumption and establishment of conservation methods; and monitoring or controlling expenditures to assure limits are observed. The work also requires the development of proposals and justification for additional funds or materials to facilitate corrective measures deemed appropriate.

FACTOR 5. SCOPE AND EFFECT

The work involves planning, scheduling, coordinating, and/or monitoring the operation and utilization of assigned facilities, reviewing and evaluating conventional problem areas, and implementing corrective measures within the framework of CB housing program requirements.

The work effects the efficiency of CBQ housing program operations and the living conditions of occupants.

FACTOR 6. PERSONAL CONTACT.

The incumbent routinely deals with high levels of military and civilian personnel. These include NAS Departments, squadrons, tenant activities, other installations and agency CBQ specialist. Contacts are also with guests, which consist of high level federal executives and high ranking military officers, base staff and commercial suppliers, etc. Tact and diplomacy is required in these dealings, as well as a strong customer service orientation and application of military protocol. Coordinates closely with the NASL Executive Officer, COMSTRKFIGHTWINGPAC and Fleet Commanding Officers.

FACTOR 7. PURPOSE OF CONTACTS

Contacts are made to influence or persuade a variety of individuals or groups to accept elements of conflict with the CBQ housing program, or justify proposed facilities or resources. Contacts may be skeptical or uncooperative and require skill in approach and methods to obtain the desired effect.

FACTOR 8. PHYSICAL DEMANDS

The work is principally sedentary and the employees may sit comfortably to do the work. Some walking, standing, carrying of light objects, or driving an automobile may be performed.

FACTOR 9. WORK ENVIRONMENT

The work involves normal risks or discomforts associated with an office environment which is usually adequately lighted, heated, and ventilated. There may be occasional exposure to dusty or dirty conditions while visiting housing units or facilities undergoing repair, maintenance, or renovation.

EXPLANATORY STATEMENTS

Work requires the employee to drive a vehicle. A valid state driver's license is required.